Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer implemented method of conducting commerce, using one or more computers, the method comprising:

receiving a ~~commercial~~ transaction requests ~~from a user~~ as text input<u>s</u>;

using <u>one or more computers</u> executing natural language processing to analyze the text input<u>s</u> to build a conversation ~~with the user~~ based on the ~~commercial~~ transaction request<u>s</u>;

conducting a ~~commercial~~ transaction<u>s</u> ~~with the user~~ based on the text input<u>s</u>;

generating <u>in the one or more computers</u> a voice-synthesized response<u>s</u> in accordance with the ~~commercial~~ transaction<u>s</u> through an avatar;

tracking the ~~commercial~~ transaction<u>s</u> by storing the ~~commercial~~ transactions in <u>the</u> <u>a</u> database<u>, and</u>;

generating additional follow-up responses related to the transactions based on information stored in the database; and

analyzing <u>in the one or more computers,</u> ~~statistically, a plurality of~~ <u>the</u> tracked ~~commercial~~ transactions ~~made by plural users~~ <u>and the related follow-up responses</u> to produce market research information.

2. (Currently Amended) The method of claim 1 wherein tracking comprises:

searching a database to find related information associated with conducting the ~~commercial~~ transaction<u>s</u>.

3. (Canceled)

4. (Canceled)

5. (Currently Amended) The method of claim 3̶ 1 wherein one of the commercial transactions is a user request as to order status for an order being tracked in the database.

6. (Currently Amended) The method of claim 1 wherein generating the responses comprises:

searching a database for content related to one of the commercial transaction requests; and

animating the avatar with a voice and facial movements corresponding to content found in the database.

7. (Currently Amended) The method of claim 6 wherein animating comprises generating helpful verbal suggestions for conducting one of the commercial transactions.

8. (Currently Amended) The method of claim 7 wherein animating comprises processing text input from the user with natural language processing (NLP) techniques to develop and build conversations between the a user and the avatar.

9. (Currently Amended) The method of claim 1 wherein receiving one of the text inputs is in response to a suggestion generated by the avatar.

10. (Currently Amended) The method of claim 1 wherein generating additional follow-up responses includes the program performs an inquiry for financial information related to the user.

11. (Currently Amended) The method of claim 1 wherein one of the transactions involves program supports a sales transaction.

12. (Currently Amended) The method of claim 1 wherein one of the program supports transactions involves a help desk inquiry that involves customer support for a product or service.

13. (Currently Amended) The method of claim 1 wherein one of the ~~program supports transactions involves~~ a report for customer support to report a malfunctioning product, system, or service.

14. (Currently Amended) The method of claim 1 wherein one of the ~~program supports transactions involves~~ ~~another program to~~ processing an inquiry.

15. (Currently Amended) A computer program product residing on a computer readable medium, for conducting commerce comprises instructions for causing a computer to:

receive ~~a commercial~~ transaction requests from a user as text inputs;

analyze the text inputs using natural language processing to build conversations with the user based on the ~~commercial~~ transaction requests;

conduct ~~a commercial~~ transactions ~~with the user~~ based on the text inputs;

generate ~~a~~ voice-synthesized responses in accordance with the ~~commercial~~ transactions through an avatar;

track the ~~commercial~~ transactions by storing the ~~commercial~~ transactions in ~~the~~ a database~~, and~~;

generate additional follow-up responses related to the transactions based on information stored in the database; and

analyze~~, statistically, a plurality of~~ the tracked ~~commercial~~ transactions ~~made by plural users~~ and the related follow-up responses to produce market research information.

16. (Currently Amended) The computer program product of claim 15 wherein instructions to track comprise instructions to:

search a database for related information associated with conducting the ~~commercial~~ transactions.

17. (Canceled)

18. (Canceled)

19. (Currently Amended) The computer program product of claim 15 wherein <u>one of</u> the ~~commercial~~ transaction<u>s</u> is a ~~user~~ request as to order status for an order being tracked in the database.

20. (Currently Amended) The computer program product of claim 15 wherein instructions to generate the response comprise instructions to:

search a database for content related to <u>one of</u> the ~~commercial~~ transaction request<u>s</u>; and

animate the avatar with a voice and facial movements corresponding to content found in the database.

21. (Currently Amended) The computer program product of claim 20 wherein instructions to animate comprise instructions to generate verbal suggestions for conducting <u>one of</u> the ~~commercial~~ transaction<u>s</u>.

22. (Currently Amended) The computer program product of claim 20 wherein instructions to animate comprise instructions to use natural language processing to develop and build conversations between ~~the~~ <u>a</u> user and the avatar.

23. (Currently Amended) The computer program product of claim ~~20~~ <u>15</u> wherein <u>the</u> ~~program performs~~ <u>generating additional follow-up responses includes</u> an inquiry for financial information ~~related to the user~~.

24. (Currently Amended) The computer program product of claim ~~20~~ <u>15</u> wherein <u>one of</u> the ~~program supports~~ <u>transactions involves</u> a sales transaction.

25. (Currently Amended) The computer program product of claim ~~20~~ <u>15</u> wherein <u>one of</u> the ~~program supports~~ <u>transactions involves</u> a help desk inquiry that involves customer support for a product or service.

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26. (Currently Amended) The computer program product of claim ~~20~~ 15 wherein <u>one of</u> the ~~program supports~~ <u>transactions involves</u> a report for customer support to report a malfunctioning product, system, or service.

27. (Currently Amended) The computer program product of claim ~~20~~ 15 wherein <u>one of</u> the ~~program calls another program to~~ <u>transactions involves</u> process~~ing~~ an inquiry.

28. (Currently Amended) A system for conducting commerce, the system comprising:
    a server computer for:
        receiving ~~a commercial~~ transaction request<u>s</u> ~~from a user~~ as text input<u>s</u>;
        analyzing the text input<u>s</u> using natural language processing to build conversations ~~with the user~~ based on the ~~commercial~~ transaction request<u>s</u>;
        conducting the ~~commercial~~ transaction<u>s</u> ~~with the user~~ based on the text input<u>s</u>;
        generating ~~a~~ voice-synthesized response<u>s</u> in accordance with the ~~commercial~~ transaction<u>s</u> through an avatar;
        tracking the ~~commercial~~ transaction<u>s</u> by storing the ~~commercial~~ transaction<u>s</u> in ~~the~~ <u>a</u> database~~, and~~<u>;</u>
        <u>generate additional follow-up responses related to the transactions based on information stored in the database; and</u>
        analyzing, statistically, ~~a plurality of~~ <u>the</u> tracked ~~commercial~~ transactions ~~made by plural users~~ <u>and the related follow-up responses</u> to produce market research information.

29. (Previously Presented) The system of claim 28 further comprising:
    a client system for sending the text input to the server, with the client system executing a web browser program.

30. (Canceled)

31. (Canceled)